Contractor: Marketware Technologies
Agreement #: 1-01-70-03
Page 52 of 2690

MicroAge
SACRAMENTO

Quality Assurance Program   **Section VI, A3, 1**
See Exhibit 7   **Customer Service Center**

MicroAge of Sacramento has a long history of high-quality customer service and satisfaction. We are committed to continuing to enhance our good reputation with the new Customer Service Center and the State Store web pages in addition to all other facets of this contract.

MicroAge of Sacramento personnel will be available for all government business from 8:00 am to 5:00 pm, Monday through Friday, excluding official State holidays. All Customer Service Center walk-in customers/prospects will be accommodated within minutes of arrival. Further, during peak time our staff may work extended hours to meet the needs of the customers of this contract. This will also include response to any disasters, which may require expediting order processing.

Our quality assurance plan consists of some elements that will minimize start-up time and ensure that all assigned staff is knowledgeable about the contract and our mutual objectives.

We plan to monitor all elements of our performance on this contract using the following methods (with approval of the State Contract Manager):

The Beginning
- DGS 9014 Employee Booklet (Exhibit 5)
- DGS 9014 Orientation Class (Exhibit 6)

On-Going
- Customer Satisfaction Survey (Exhibit 3), also available on the website
- Instant Comment Forms (Exhibit 4), also available on the website
- Direct Personal, Telephone and e-mail access to the General Manager
- Direct Personal, Telephone and e-mail access to the Contract Compliance Director.
- Direct Telephone and e-mail access to the Owner of MicroAge of Sacramento
- Direct and immediate links to the Catalog Coordinator for web site and catalog issues.
- Management monitoring of daily activities and feedback from customers.
- Customer Follow-up calls
- State Store Forum Monitoring

Longer-Term
- Marketing Plan Monitoring

MicroAge®
SACRAMENTO

&& Software Tracking Programs
& New Customer Development Monitoring

Each MicroAge of Sacramento employee assigned to the Customer Service Center and those employees assigned to serve the customers of this contract from any location will be provided a DGS 9014 booklet containing the objectives of the contract. This booklet (Exhibit 5) will also contain the terms and conditions that pertain to all facets of customer service. In addition, procedures and policies established by MicroAge of Sacramento to assure the quality of this contract will be detailed in the booklet. MicroAge of Sacramento's team includes staff that has direct knowledge and experience in implementing, managing and supporting customers of the current State of California Microcomputer Store (DGS-4023). In addition MicroAge of Sacramento's management and staff is highly experienced in supporting multiple CMAS contracts and the associated state personnel. This is why we are certain that the MicroAge Sacramento State Technology Store contract will fit nicely into our expanded organization.

All employees of MicroAge of Sacramento will be required to attend an orientation class that will cover all facets of the contract. We feel it is imperative that each employee understands the expectations of the State of California and MicroAge of Sacramento regarding fulfillment of all terms and conditions, as well as MicroAge of Sacramento objectives. An outline of this orientation class is shown in Exhibit 6.

Section VI, A3, 1
Customer Service Center

The Customer Satisfaction Survey forms will show us general trends regarding what the level of our products and services, and our customer service. This form will be readily available on the State Store Web Site and at the Customer Service Center. When completed, it will be sent to MicroAge of Sacramento and the State Contract Administrator. See Exhibit 3.

The Instant Comment forms will be readily available for our customers and allow them to document their experiences regarding the Customer Service Center. This form will also be available via our website. We feel this will be of significant value as the experiences and surrounding details will be fresh in the customers mind. It is quick and easy, with minimal time required to prepare and hand-in or transmit. We expect to gain quite valuable information from these spontaneous responses. See Exhibit **4.**

We will encourage direct personal access to the General Manager of the MicroAge Sacramento State Technology Store who is located at the Customer Service Center. Although some customers may decide not to use the personal option as they may desire

MicroAge®
SACRAMENTO

to remain anonymous, we believe including both the telephone and e-mail contact will ensure all customers can feel comfortable in presenting their comments, and that they will be heard by someone who can affect the necessary action.

For the first time, a direct contact with the Director of Contract Compliance will be offered. We are certain that many of the issues arising during past contracts of this type involve customer expectations as compared to what is really delivered by the vendor.

This person is directly responsible to ensure all the elements of the contract are delivered in a timely and appropriate manner. We will encourage, through the website and other printed material, that customers who feel MicroAge of Sacramento has not responded or delivered properly, to contact the Director of Contract Compliance. This position has been empowered to correct all deviations brought to our attention. Further, this person possesses a wealth of experience and knowledge regarding all the facets of this and previous State of California Microcomputer Store contracts. This is the "named" person for escalation of issues.

Some customers may feel that any comments or feedback made to anyone at the MicroAge Sacramento State Technology Store cannot be effective. For that reason, we will offer and promote direct contact with the owner of MicroAge of Sacramento, located at the same facility in Sacramento. He has long been interested in a high level of customer service in the Sacramento area, and has built the business on those successes. He is interested in hearing any comments regarding unresolved complaints or suggestions for improvement.

Of course, use of good management principles will also be effective in all of the elements of the contract. The General Manager, as well as those assigned positions of a supervisory nature, must understand and monitor the well-defined and published objectives of the MicroAge Sacramento State Technology Store Customer Service Center, and each of the other elements of the contract. We are intending that the General Manager be involved on a daily basis with each of the staff members, and their performance toward the objectives. We have proposed a staff that is customer and service oriented to ensure our success from the early days of the contract. The General Manager will be responsible for reviewing a summary of all comments received from customers and prospects, from all sources, on a daily basis.

Of particular importance to the General Manager will be the monitoring of responses (timeliness and content) to customer inquiries made by telephone and e-mail (as well as the Forum). We intend to respond within the two-hour time frame or sooner on those matters that cannot be resolved immediately. We have proposed a web-based

MicroAge
SACRAMENTO

system that will help our personnel answer these inquiries in a timely and effective nature. We have made a major investment in technology ensuring that each of these staff has the necessary computer equipment, communications equipment, and software to access information throughout the company. Each CSR, Technical Consultant, Network System Engineer, as well as the Forum Monitor, Services Coordinator and the Catalog Coordinator will be responsible for reporting their response results to the General Manager each day. The General Manager will be responsible for the management, review and reporting of the results to the State Contract Manager.

The Forum Monitor and Catalog Coordinator must also be very responsive to requests for information and any issues of an urgent nature. These positions will be filled by our most qualified personnel. The issues they will deal with represent a wide variety of hardware, software, installation, operational, and administrative matters. They will require support from other highly qualified technical persons. Our best Network System Engineers, Technical Consultants, Configuration Specialists, Hardware Maintenance, and Administrative people will be available as a support group for these positions. In addition, our access to manufacturer specialists and manufacturer forums will be leveraged on those occasions where questions may involve new products or questions of a highly technical nature.

We realize that most customers do not, under any circumstances, comment in verbal or written form regarding their experiences, either good or bad. To achieve our objectives, in addition to the daily review of all comments received, we must perform the **follow-up by telephone and e-mail.** Each service type offered requires feedback to ensure the needs of the customers are being met. We plan to assign one of the staff of the Customer Service Center to contact customers in each of the serviced groups and document their comments about our services. This will be done on a daily basis. **The results of this follow-up program will be reviewed on a daily basis by the General Manager. This** assignment will be rotated among the staff to acquaint each of them with the contract requirements and the thoughts and ideas of our customers. The results of this follow-up program will be shared with the State Contract Manager on a regular basis.

The State Forum/Discussion Group offers an opportunity for customers of this contract to either post their inquiry, or study postings by others for immediate answers to questions. Forums of this nature (discussion groups) are used by nearly everyone with a computer at home or at work for technical information. They offer a very valuable service and benefit from all who participate. We expect to learn heavily from the Forum. Here there are no rules except general civility. We expect the content of these postings to be regarding the State of California Microcomputer Store related products and/or services. In addition to the several hardware and software categories, all

MicroAge
SACRAMENTO

services categories and the associated experiences can be discussed. We also intend to include customer success stories that are of general interest. Of course, these discussions can be seen and read by all vendors, manufacturers, customers, prospects and other interested parties. We believe that the Forum represents a major incentive to perform well at all times, in all areas. Each of the providers under this contract will be in a "fish bowl" as never before. We have a Technical Consultant assigned to monitor this forum and respond to questions. The Forum Monitor will require support from other highly qualified technical persons. Again, our best Network Engineers, Technical Consultants, Configuration Specialists, Hardware Maintenance, and Administrative people will be available as a support group for this position. Also, manufacturer web sites, their specialists and forums will be of value in responding to Forum inquiries.
See Exhibit 26.

The Catalog Coordinator is the person responsible for the entire State Store Web Site, and the Product and Services Catalog, both electronic and printed. All users will have the ability to immediately e-mail this person if any problems with use of the pages arise. This would include speed of operation, broken links, accuracy of data, etc. All additions or changes to the catalogs, approvals, and all reporting requirements to the State will be within the job description of this position. Web site performance and accuracy comments can also be submitted in several other ways as shown in the exhibit. These comments, however received, will be reviewed daily by the General Manager.

Our ability to develop **new customers** under this contract will be related to our successes and performance with the Product and Services Catalog, our site visits and responsiveness to prospects, and the quality and effectiveness of our Training Program for our personnel assigned to new customer development. Also, our presence in the community, various seminars, and trade shows and outside sales personnel will directly affect new customer development.

In addition, results of the execution of our aggressive **Marketing Plan** will also be measured by our new customer success. Results will be readily apparent to both the State and MicroAge of Sacramento. Building relationships with new customers, while retaining and strengthening our existing customer relationships is the cornerstone objective of this contract. We are committed to doing this and will use our new customer development as a measuring device to ensure we are performing to our objectives. Exhibit 7 summarizes the various methods we will use to monitor our performance toward all contract elements and to ensure our quality assurance program.

Quality Assurance Program

MicroAge
SACRAMENTO

Methods Used to Monitor Performance of Contract Elements

Contract Element	Daily Input From Customers						Internal			Long-Term	
	Customer Survey Form	Instant Comment Form	Direct Personal Contact e-mail/phone	Direct to Owners	Link to Catalog Coordinator	Post to Forum	On-Going Mgmt. Monitoring	Reporting System Monitoring	Customer Follow-up	New Customer Success	Marketing Plan Monitoring
Customer Service Center	x	xx	x	x		x	x				
Help Desk	x		xx	x		x	x		x		
Customer e-mail Response	x		x	x		x	xx		x		
Customer Callbacks	x		x	x		x	xx		x		
Telephone Service	x		x	x		x	xx	x	x		
Web-site Accuracy	x	x	x	x	xx	x	x		x		
(Catalog, Order status) Web-site Performance	x	x	x	x	xx	x	x		x	x	x
Forum Response	x		x	x		x	x		x		
Network Consulting	x	x	x	x		x	xx		x		
Equipment Installation	x	x	xx	x		x	x		x	x	
CSR Performance	x	x	x	x		x	xx		x		
Customer/Prospect Visits			x	x		x	x		x	xx	x
Order Processing	x		x	x		x	x		x		
On-going Training Program	x	x	x	x		x	x		x	x	x

CONTRA COSTA COUNTY

MicroAge SACRAMENTO

Home | Site Map | Contacts | Contract Info | Help/FAQ

Simple Search: [_____] GO | Guest | Registered User | New Member

ELECTRONIC CATALOG
ADVANCED SEARCH

RETURN TO STATE
STORE

COMPARE
PRODUCTS

BROWSE CATALOG
Books
Components
Computers
Network
Peripherals
Software
Storage
Miscellaneous
Bundles

SERVICES DIRECTORY
Technical Center
Manufacturer Links
Customer Service
Warranty Service
Maintenance Service
Network Service
Forum/Discussion

The State of California and **MarketWare** are very interested in your experiences with our people, products and our performance. Please complete this brief form.

My contact with MarketWare was:

◉ In person at the Customer Service Center
○ By Telephone
○ By E-Mail
○ Using the **MarketWare** Web Pages
○ Posting to the Forum

The results of my contact were:

◉ Excellent
○ Satisfactory
○ Poor

Poor was selected due to:

◉ Non-responsive service(on hold, no call-back/e-mail, cut-off, etc..)
○ Lack of information (could not answer my question(s))
○ Personal Issues (poor attitude, rude, unfriendly, unavailable, etc.. .)
○ Technical Reasons (product/delivery problems, **website** problems, information issues)

Details Please (Optional)

Your Name: _____ **Your E-mail:** _____

Your Phone: _____ **Your Agency:** _____

MarketWare employee your are commenting on: _____

Details of the event:

▲ View Worksheet
⏱ Order Status
✐ Checkout

NEWS & EVENTS
· The CUE Conference
· MicroAge of Sacrament Solution Seminar Series
· MicroAge of Sacrament Symposium Series

NEW Products/Service
· Ethenticator MS 3000
· Ethenticator USB 2500

(?) Questions?
Click for live help

powered by [logo] CLICK

Suggestions for Improvement

◉ Better/More Training
○ Better/More Personnel
○ Better/More Management
○ Employee Charm School
○ Better/More Equipment
○ No Suggestions

OTHER

◉ Yes ○ No   Will you Shop Again @MarketWare
◉ Yes ○ No   Would you Recommend MarketWare to a Friend

PLEASE RATE THE WEBSITE

Feature	Great	Satisfactory	Needs Help
Product Selection	○	○	○
Order Status	○	○	○
Expanded Descriptions	○	○	○
Bundles	O	O	O
Templates	O	O	O
Search Engine	O	O	O
Price Quote Tracking	○	O	O

PLEASE RATE OUR OTHER SERVICES

Feature	Great	Satisfactory	Needs Help
Customer Service Center	○	○	○
Troubleshooting	○	○	○
Consulting	○	○	○
Forum Monitoring	○	○	○
Product Selection	○	○	○
Delivery/Installation	○	○	○
Responsiveness(e-mail Telephone)	○	○	○

[Submit]

HOME | SITE MAP | CONTACTS | CONTRACT INFO | HELP/FAQ

CONTRA COSTA COUNTY

MicroAge
SACRAMENTO

Home   Site Map   Contacts   Contract Info   Help/FAQ

Simple Search: GO

Guest | Registered User | New Member

**ELECTRONIC CATALOG
ADVANCED SEARCH**

**RETURN TO STATE
STORE**

**COMPARE
PRODUCTS**

BROWSE CATALOG
Books
Components
Computers
Network
Peripherals
Software
Storage
Miscellaneous
Bundles

SERVICES DIRECTORY
Technical Center
Manufacturer Links
Customer Service
Warranty Service
Maintenance Service
Network Service
Forum/Discussion

Please comment on our performance. It's fast, it's easy, it's important

◉ I just a nice experience with **MicroAge** of Sacramento.

○ I just had a poor experience with **MicroAge** of Sacramento.

○ Please call me for details. My number is: _____

Name (Optional):: _____

Submit

View Worksheet
Order Status
Checkout

NEWS & EVENTS
· The CUE Conference
. MicroAge of Sacramento IT Solution Seminar Series
· MicroAge of Sacramento Symposium Series

NEW Products/Services
· Ethenticator MS 3000
· Ethenticator USB 2500

**? Questions?
Click for live help**

powered by human CLICK

HOME | SITE MAP | CONTACTS | CONTRACT | HELP/FAQ

MicroAge®
SACRAMENTO

RFP DGS 9014

Customer Accommodation

Section VI, A3, 1
Customer Service Center

We have included several customer accommodation facilities to make each visit to the
Customer Service Center both pleasant and productive. The receptionist will welcome
each customer, ascertain their familiarity with the Customer Service Center, and route
them to the appropriate area or person for immediate service.

If the customer desires to do some catalog research or make necessary phone calls, there
are accommodation units designated for this purpose, with work space, a telephone,
and system unit for catalog access, order status information and e-mail. We offer these
customer work areas. Technical support for catalog access/use is also available.
Incoming calls for customers can be routed to these work areas.

A convenient literature area is available for technical literature and brochures for any
systems or products approved for purchase. This will be located on 15 feet of wall space
in the CSR area in wall-mounted racks.

A kitchen area with is also available for customer use with refreshments and coffee.
This is also the room for MicroAge of Sacramento employees and offers the opportunity
to enhance the customer-relations experience.

Also conveniently located is the staffed Warranty Station. Customers can bring
equipment for warranty service if they desire. Equipment brought to this Warranty
Station will be logged in, receipted, and repaired either by MicroAge of Sacramento, the
manufacturer or a manufacturer authorized repair organization.

It is our intention that this Customer Service Center, a major part of MicroAge of
Sacramento, be clean and secure. To make each visit educational and productive, we
will ensure a courteous and competent staff.

The above narrative covers the personal visit aspect of customer accommodation. We,
of course, plan to fully accommodate our customers and prospects regardless of how
they have contacted us.

The telephone system (AltiGen) we have installed to support this contract allows a
person to track down any Technical Consultant, System Engineer, or Network Systems
Engineer by dialing a single number. In addition, our Blackberry wireless devices will
allow e-mail to immediately reach any of our support staff, wherever they may be. Our
personnel who are stationed at the Customer Service Center will be able to provide

MicroAge°
SACRAMENTO

consulting services and problem solving to any customers who call on the phone, or contact us by e-mail. The forum monitor will be available at all times during state workdays to respond to those items posted on the forum. This means that we are available with the right people to aid in solving problems and/or answering questions, anytime, anywhere.

With our expansive methods of quality assurance, we will be certain to spot any area where our service for any governmental needs may prove lacking. These areas, if any, can be immediately corrected.

Customers and prospects who desire additional services, such as; a custom catalog, an on-site visit, special pricing requests, additional products, product evaluation, evaluation equipment etc., will find these service requests readily available on the website as well as available by phone or e-mail. We will respond to requests of this type as soon as possible (at the earliest customer convenience).

MicroAge of Sacramento has extensive experience in providing high-quality customer accommodation. We have served our customers successfully both in person and using phone and/or e-mail responses for nearly 20 years. Our personnel spend the majority of their time at customer sites and have fostered long-lasting relationships.

MicroAge
SACRAMENTO

RFP DGS **9014**

Customer Support
Infrastructure

Section VI, **A3, 1**
Customer Service Center

To provide a high level of customer service and support, and maintain a good quality
assurance program, a solid infrastructure is needed in addition to more specific
objectives.

MicroAge of Sacramento has implemented six major programs over the past year to
ensure we are prepared to properly serve a greater business volume and a much larger
number of customers:

These items are:

- Axapta Financial Series- an enterprise wide financial and purchasing system
- AltiServ – a new phone system with far greater capabilities and CallAnalyst 4.0
  for required administrative tracking of our performance
- Blackberry – a wireless, handheld e-mail system that, combined with cell phones,
  makes our outside account managers, technical consultants, network system
  engineers, and management available to customers and management from any
  location. See Exhibit 41
- Organization Building-over the past year we have added high-quality personnel
  in nearly every area of our business. This includes both management and
  technical people. In addition to exceptional qualifications, we also chose people
  who specialized in doing business with the State of California and with the State
  Microcomputer Store
- Partnerships-several major partnerships have been put into place to ready
  MicroAge of Sacramento to support this contract. We understand the need for
  statewide support, active marketing, advanced e-commerce facilities, and solid
  management.
- Technology Refresh-a major investment in new desktop systems, file servers, and
  software throughout the office. This will allow each person to be more
  responsive to customers and the state-of-the-art equipment offers better support
  for the newly implemented software programs. Our Storage Area Network
  (SAN) is one of the first fully functional SAN's in the Sacramento Area. In
  addition, we have implemented a firewall and virus protection at several levels.

MicroAge®
SACRAMENTO

Axapta-Finance

The Damgaard Axapta Financial Series contains all of the basic functions typically needed by an enterprise. The ledger collects information from all parts of the system, presenting the organization in a chart of accounts, companies, dimensions and accounting periods. Integration with all other modules ensures that the ledger is constantly updated.

The Bank Management module is designed to facilitate monitoring of company capital movements and transactions. Advanced and complex payment methods, including credit card workflow handling, can be handled easily and quickly through direct access to information on status of payments in progress. The Customer and Supplier modules effectively handle accounts receivable and payable, using all of the rich set of options available in Damgaard Axapta for automating and optimizing time-consuming routines. The unique, unlimited dimensioning options contained in Damgaard Axapta make cross-accounting between accounts or legal entities trouble-free.

It is very easy for individual users to design their own screens, reports and queries for special requirements, thus providing basic data that can be integrated with EIS (Executive Information Systems) and OLAF' (On-line Analytical Processing). An OLAP viewer is integrated into Damgaard Axapta, providing wizards and intuitive tools for designing the presentation of information. Data analysis can be conducted on combined information from different applications, as long as these share database systems. Basic data are updated on-line and at the lowest possible detail level, enabling data to be compared across dimensions and for any period, providing the basis for budget modeling, for example.

Trade

With the Trade series of Damgaard Axapta, our business gets efficient support in the processes of purchasing and selling goods to customers. Damgaard Axapta permits automation of the major part of the process from submission of a quotation to delivery and invoicing of an order. Along the way, the system checks credit ceilings, customer accounts owing, follow-on orders, goods shortages, etc. On the purchasing side, the system can be automated to find a suitable product with due consideration of delivery deadlines, price conditions or other parameters, then to perform a comparison of quotations received. Freight rates, taxes and other charges also can be handled using specially configured system routines.

MicroAge
S A C R A M E N T O

We also can connect to our customers and suppliers via API and ED1 (Electronic
Data Interchange) by selecting this module from the Damgaard Axapta Option Pack.

Project

In project organizations, planning, administrating and reporting are key processes.
Project management in Damgaard Axapta is tightly integrated with other parts of
the solution: financial management for invoicing customers, management of
resource consumption in production, plus sales and purchase functions.

Different types of projects are handled in Damgaard Axapta. Time & Material
projects concern assignments that are settled according to the number of hours spent
on the work and the materials consumed. Fixed Price projects are negotiated at a
fixed price regardless of the actual number of hours or the actual volume of
materials used. Hours and materials also can be used for post calculations of
revenue. In addition, the Damgaard Axapta project module handles internal and
summary projects.

Knowledge Management

The Damgaard Axapta Knowledge Management Series is designed for knowledge
control and assessment of the intellectual capital that exists in our enterprise. It is
made up of a chain of modules, including Balanced Score Card, electronic
questionnaires and archiving, that can work altogether or be used individually.
They offer powerful and effective functions that can be integrated with all other
Damgaard Axapta series. Knowledge Management is available as part of the
Damgaard Axapta Option Pack.

Human Resource Management

The Damgaard Axapta Human Resource Management Series provides fully
integrated functions every enterprise needs to automate and optimize personnel
administration and development. We can control and structure endless tasks related
to employees, the organization and contacts. The system handles development
planning, skills mapping, recruitment and much more.

In the Damgaard Axapta Option Pack we can get Human Resource Management as
well as a separate, completely integrated Payroll module.

Customer Relationship Management
The Damgaard Axapta CRM (Customer Relationship Management) Series provides
the tools to focus on meeting customers' needs by understanding our customers,
enabling our organization to deliver value to them. Sales Force Automation is an
integrated part of CRM. It focuses on establishing a structured information system
to keep track of any type of activity targeted at customers, prospects, suppliers and
other business contacts. It makes it easy to share that information with our
colleagues, as well. With Damgaard Axapta Sales Force Automation - available in
the Damgaard Axapta Option Pack - we can utilize the financial information in our
sales and marketing department and be able to respond to market changes instantly.

Designed for Change
Competitive advantage is a question of being able to customize, automate and
streamline business processes to let us respond quickly to market changes.
Therefore, our information system must be dynamic. Damgaard Axapta allows
companies to integrate their unique terminology and processes totally and
seamlessly into the system. To make these changes, a collection of tools and
technologies are available in the MorphX Development Suite for Damgaard Axapta.

Web Tools
As part of the MorphX Development tools, there is a website wizard, web forms,
web menus and web reports. This gives we easy customization of our web solution,
as with our windows solution, providing low cost of making changes.

In addition, this functions as a custom reporting system, allowing us through query
and batch processing to produce a wide variety of ad hoc reports.

Feature Key System
The features most commonly controlled by a company are marked with a Feature
Key code. With this, the system provides a tool for enabling or disabling features.
These selections can be made for an individual user, by department, or for the entire
company. Features can be turned on or off for the installation, which then affects all
related forms, reports, menus and methods. Fields are not created in the database for
unused features which improves system performance. Individual users or user
groups can have assigned features, too. Many hours used to customize screens and
reports in other systems are virtually eliminated by this unique Feature Key system.

Designed to be Scalable
With Damgaard Axapta Object Server we get the freedom to scale our ERP
infrastructure according to our business. Damgaard Axapta fits our situation

MicroAge
SACRAMENTO

RFP DGS 9014

without limitations, also for future growth in our organization. Damgaard Axapta is a dynamically scalable client/server application that enables we to increase the number of users, or add more functions and components. We can make plans that require extra capacity and be sure we to have it when we need it. Damgaard Axapta can be used both as a 2-tier and a 3-tier client/server application and even as a multi-tier application with multiple object servers. This means that we can get the best out of our internal or external network as various tasks are placed on whichever server provides the best utilization of installed hardware.

Database requirements
Damgaard Axapta includes special features to maximize the benefits obtained by using market-leading database technologies. Damgaard Axapta supports both Microsoft SQL Server 7.0 and Oracle 8.1.

Ease of Deployment
Using the Feature Key tool, an IT manager can configure Damgaard Axapta without using external programmers. We can add, hide, or remove functions at both the enterprise and individual user levels. And when extending the range of the system to more users and sites - we can take advantage of the Internet and download client installations via this network, controlling the setup parameters centrally. This greatly reduces the implementation costs by allowing a single-click installation process, rather than using a CD installation process at 250 different workstations, for example.

No other system has these unique features - and this kind of flexibility.

When customizing software, one of the main concerns is maintenance. Not only does MorphX make it easy to adapt and customize our system, it also solves the traditionally difficult and time-consuming problem of preserving custom adaptations during upgrades. The exclusive built-in layer technology in Damgaard Axapta isolates changes to manage the customization and upgrade process. This makes it safe and easy to customize, without losing the ability to upgrade in the future. Accompanying wizards guide we step-by-step through all the procedures - it doesn't get easier than that!

Designed to Integrate
The need for data exchange between common desktop applications is why Damgaard Axapta comes with a COM Connector, based on Microsoft's COM/DCOM standards. With Damgaard Axapta as a part of our IT infrastructure,

MicroAge®
SACRAMENTO

we can establish a seamless integration between Damgaard Axapta and the vast array of applications compliant with Microsoft standards.

Damgaard Axapta Object Server was developed to handle the complex requirements of three-tier technology enabling both Fat and Thin clients to co-exist on the same network. The COM object interface enables Damgaard Axapta to interface with third-party products using COM technology. In order to take advantage of Microsoft's emerging use of its ActiveX functionality, which will replace traditional OLE interfaces, ActiveX components are embedded within Damgaard Axapta's technology. This will enable the wide range of ActiveX components like charts, motion clips, and sounds, to be called directly within Damgaard Axapta.

Benchmark
For optimum sizing and selection of hardware and databases for Damgaard Axapta, Damgaard (in cooperation with Compaq, Oracle and Microsoft) has developed a sizing tool to provide suggestions for a customer's most beneficial Damgaard Axapta configuration. The sizing guidelines are based on information about user profiles, number of users, transactions, complexity and size of the database.

The sizing guidelines are derived from a concept that measures performance response times within commonly-used functionality and business scenarios. The sizing tool is based on a large amount of benchmark runs that simulate multi-user situations with selected functionality and very large databases on different hardware platforms.

Strategic Directions For The Internet
Internet-enabling technologies give vast potential for ERP systems, and Damgaard Axapta is providing these as integral parts of the product.

The real benefits gained from any new technology lie in a complete and seamless integration of the technology into the product, including the main tool set used to exploit that technology. Internet-enabling technologies give vast potential for ERP systems, and Damgaard Axapta is providing these as integral parts of the product rather than pasting them on top of the underlying technology present within the product. This means that Damgaard Axapta enables we to take full advantage of Internet technologies in a seamless manner, turning technological challenges into benefits for our business.

MicroAge
SACRAMENTO

RFP **DGS 9014**

New Role-Based Web Client
The superior object-oriented technology of Damgaard Axapta is ideally suited for Web-based applications. For Damgaard Axapta, the Internet is not something with which integration is needed. Instead, it is an integral part of the product, providing role-based applications and interfaces into the Damgaard Axapta business logic. The tools used to make these clients are the same types of tools that are used to make the Windows-based client. This means that web applications can have the exact same function, or a subset of the functionality that the Windows clients have, but with the web browser acting as the interface. The business logic that operates behind the presentation layers isexactly the same no matter which Interface is being used: the traditional GUI interface or the web-based interface. Competitors have had to merge two distinctly differing technologies in an inefficient manner, just to bring their functionality to the web.

The Future
In the future ERP scenario, the sphere that surrounds the enterprise today will be extended by bringing all involved parties together in a close and collaborative relationship within the Damgaard e-Sphere, where information interchange and sharing is as natural as it should be within our own company in today's scenario. These interfaces will be role-based, thereby ensuring that all relevant information is getting to the correct party, in the format they require, on demand when they require it. Based on Microsoft's Distributed Internet Architecture (called Microsoft DNA), Damgaard Axapta will be a leading supplier in this future scenario.

MicroAge®
SACRAMENTO

RFP DGS 9014

Wireless E-Mail
See Exhibit 41
Many of the following services and accommodations will require state employees to
make direct and immediate contact with their Account Manager, a Technical
Consultant, or a Network System Engineer. To ensure the terms this contact will be
met to the satisfaction of our customers needing immediate assistance, we are
equipping each of our outside personnel (Account Managers, Technical Consultants,
System Engineers, and Network System Engineers) with cell phones and wireless
remote e-mail devices by Blackberry. Highlights and features of the these devices are
shown below:

Powerful Wireless Handhelds

Blackberry Wireless Handhelds allow our personnel to send and receive wireless
email from the palm of their hand. We have chosen the RIM 850 Wireless Handheld
that is pager-sized. Creating and retrieving information is amazingly simple using
the optimized keyboard, thumb-operated trackwheel, easy-to-read backlit screen
and intuitive menu-driven interface.

Always On, Always Connected™

With Blackberry Wireless Handhelds you don't need to retrieve your email. Your
email finds you. No dialing-in. No initiating connections. No antennas to raise. No
effort required. The handhelds are designed to remain on and continuously
connected to the wireless network, allowing you to be discreetly notified as new
email arrives. Now you can easily stay in touch with your colleagues and clients
while you're on the go.

Blackberry Wireless is a one-stop, no-compromise, wireless email solution. It offers a
unique combination of hardware, software and service to provide easy and
affordable access to MicroAge of Sacramento key personnel, wherever they go.

- ✍ Send and receive email from the palm of your hand.
- ✍ Integrates with your own email mailbox and address.
- ✍ Full-featured connected organizer with PC synchronization.
- ✍ Powerful wireless handheld with Intel386™ processor, embedded wireless
  modem, easy-@-use keyboard and backlit screen.

Improve Personal Productivity and Workgroup Collaboration: